

In the claims:

1. (Amended) A method of reducing message traffic among peripherals of an automatic call distributor, such method comprising the steps of:

forming a message table in a first peripheral of the automatic call distributor where the message table contains indicia that controls whether message traffic is forwarded or not forwarded based upon a message type defined by said indicia; and

forwarding or not forwarding a message received by the first peripheral from a source peripheral to a second peripheral of the automatic call distributor based upon a content of a comparison of the indicia within the message table with a content of the message.

2. (Original) The method of reducing message traffic as in claim 1 further comprising entering an identifier of a message to be forwarded into the formed message table in the peripheral.

3. (Original) The method of reducing message traffic as in claim 2 wherein the step of entering the identifier of the message further comprises entering a corresponding destination identifier to the entry.

4. (Original) The method of reducing message traffic as in claim 3 wherein the step of entering the identifier further comprising providing a reference to a line of a message matrix.

5. (As Previously Amended) The method of reducing message traffic as in claim 4 wherein the step of sending the list of unnecessary messages further comprises storing the list in said table of the automatic call distributor.

6. (Original) The method of reducing message traffic as in claim 5 further comprising forming a message for transmission to a set of peripherals, including said peripheral.

7. (Original) The method of reducing message traffic as in claim 6 wherein the step of forming a message for transmission to a set of peripherals further comprises retrieving an identifier of said peripheral of the set of peripherals.

8. (Original) The method of reducing message traffic as in claim 7 wherein the step of retrieving an identifier of said peripheral of the set of peripherals further comprises retrieving the list of unnecessary messages from said table based upon said identifier of said peripheral.

9. (Original) The method of reducing message traffic as in claim 8 wherein the step of retrieving the list further comprises comparing an identifier of the message with the list of unnecessary messages transmitted from said peripheral to the automatic call distributor.

10. (Original) The method of reducing message traffic as in claim 9 wherein the step of comparing the identifier of the message with the list of unnecessary messages further comprises discarding the message when a match is found between the identifier of the message and an entry of the list of unnecessary messages.

11. (Amended) Apparatus for reducing message traffic in an automatic call distributor, such apparatus comprising:

means for forming a message table within a forwarding peripheral, said message table being adapted to containing indicia that controls whether messages received from a message

source peripheral by the forwarding peripheral and are forwarded or not forwarded to a destination peripheral of the automatic call distributor based upon a message type defined by said indicia; and

means for amending the table upon startup of the peripheral.

12. (Original) The apparatus for reducing message traffic as in claim 11 further comprising means for forming a list of identifiers of unnecessary messages in the peripheral upon startup.

13. (Original) The apparatus for reducing message traffic as in claim 12 wherein the means for forming the list of unnecessary messages further comprises means for retrieving the list from memory.

14. (Original) The apparatus for reducing message traffic as in claim 13 further comprising means for sending the list of unnecessary messages to the automatic call distributor.

15. (Original) The apparatus for reducing message traffic as in claim 14 wherein the means for sending the list of unnecessary messages further comprises means for storing the list in said table of the automatic call distributor.

16. (Original) The apparatus for reducing message traffic as in claim 15 further comprising means for forming a message for transmission to a set of peripherals, including said peripheral.

17. (Original) The apparatus for reducing message traffic as in claim 16 wherein the means for forming a message for transmission to a set of peripherals further comprises means for retrieving an identifier of said peripheral of the set of

peripherals.

18. (Original) The apparatus for reducing message traffic as in claim 17 wherein the means for retrieving an identifier of said peripheral of the set of peripherals further comprises means for retrieving the list of unnecessary messages from said table based upon said identifier of said peripheral.

19. (Original) The apparatus for reducing message traffic as in claim 18 wherein the means for retrieving the list further comprises means for comparing an identifier of the message with the list of unnecessary messages transmitted from said peripheral to the automatic call distributor.

20. (Original) The apparatus for reducing message traffic as in claim 19 wherein the means for comparing the identifier of the message with the list of unnecessary messages further comprises means for discarding the message when a match is found between the identifier of the message and an entry of the list of unnecessary messages.

21. (Amended) Apparatus for reducing message traffic in an automatic call distributor, such apparatus comprising:

a message table within a memory of the automatic call distributor containing indicia that adapted to controls whether messages received from a message source peripheral and are forwarded or not forwarded by the automatic call distributor to a destination peripheral of the automatic call distributor based upon a message type defined by said indicia; and

a message processor adapted to amend the table upon startup of the peripheral.

22. (Original) The apparatus for reducing message traffic as in

claim 21 further comprising a table within a memory of the peripheral adapted to form a list of identifiers of unnecessary messages in the peripheral upon startup.

23. (Original) The apparatus for reducing message traffic as in claim 22 wherein the table for forming the list of unnecessary messages further comprises a peripheral processor adapted to retrieve the list from memory.

24. (Original) The apparatus for reducing message traffic as in claim 23 further comprising a communication processor adapted to send the list of unnecessary messages to the automatic call distributor.

25. (Original) The apparatus for reducing message traffic as in claim 24 wherein the communication processor adapted to send the list of unnecessary messages further comprises a receiving processor adapted to storing the list in said table of the automatic call distributor.

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